

Agenda



Electronic Health Record (EHR) MH User Forum

Date: September 28, 2023
Time: 1:00 to 2:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra
Scribe: Sambo Chhoeung
Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none"> Zoom meeting overview Support/Training Registration and Billing Mailbox <ul style="list-style-type: none"> Support: BHS-EHRsupport@saccounty.gov Training Registration BHS-EHRtrainingreg@saccounty.gov Billing BHS-EHRbilling@saccounty.gov 	Melony	1:00 PM	5 min
Avatar Claiming/Fiscal Update <ul style="list-style-type: none"> Claiming Status Update – We completed June 2023 claiming in Avatar Claims Correction Spreadsheet (CCS) – CCS are currently completed 4-6 weeks from the date submitted. Medicare update - We completed June 2023 services and are preparing for July 2023 services Rate updates – Rates are current. If your reports are showing zero dollars, please reach out to your contract monitor. Denial Reports – Please run your Phase II reports, Client and Program, Manual Posting by Program Report and the Client Ledger (Sac) to work your denials. Reminder to run your Pre-Billing Maintenance report 	Lana	1:05 PM	10 min
ECM Claiming <ul style="list-style-type: none"> Claiming Updates – We submitted claims through July 2023 for Healthnet and are awaiting adjudication. Diagnosis Issues - Services are sitting at 9999 because of 	Mike	1:15 PM	5 min

<p>no diagnosis in Avatar.</p> <ul style="list-style-type: none"> Reminder to run your ECM Pre Billing Reports Frequently. 			
<p>SmartCare Claiming</p> <ul style="list-style-type: none"> Reminder to run reports to catch errors in the system. We have a full list of reports listed on our website, but a few of them are Service Diagnosis Errors and Program Coverage Report 	Richard	1:20 PM	5 min
<p>Face-to-Face and Mode of Delivery</p> <ul style="list-style-type: none"> Demo Mode of Delivery This will allow us to identify the face-to-face with the client. This should only be used if you are providing a service directly to the client. Location is where we are providing the service. Face-to-face time This really means direct service time. Any time there is a service provided, it is the actual time of the service that is being provided. 	Alex/Melony	1:25 PM	5 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> Please reach out to us for support questions at BHS-EHRsupport@saccounty.gov Service Import - We have uploaded the majority of July files and will be working on September soon. Prescribing and EPCS Updates – If you have a prescriber who needs to prescribe controlled substances electronically, please make sure to send an EHR Account Request form to our Training Registration team. Client Information Screen-Address – We are highly encouraging everyone to check their clients to make sure that their addresses are formatted correctly. If the address is not formatted correctly it can affect billing and prescribing medications. Disclosure Requests – This is used to gather information for a client in SmartCare for a records request or Release of Information. A release of information is needed before a release should be completed. On the CalMHSA website, you will find a guide on how to document a Disclosure Request. How to Document a Disclosure Request - 2023 CalMHSA See Release document for additional information 	Justin	1:30 PM	10 min
<p>SmartCare Reports</p> <ul style="list-style-type: none"> See Release Items 	John/Val	1:40 PM	10 min
<p>CalAIM</p> <ul style="list-style-type: none"> Please continue to send all questions to BHS-ECM@saccounty.gov Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov Next MHP ECM Provider Meeting: Oct 5, 2023 at 1:00pm 	Dana	1:50 PM	5 min

<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedule posted through the end of the year • Updated Tip Sheets - The Provider Admin Training Slides has been updated on the website. • Upcoming User Forums - Our next MH User Forum is on November 30th at 1pm 	Kat	1:55 PM	10 min
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • Documenting Diagnosis – Clients must have a diagnosis document completed for every program, covering all dates of service and signed to be valid • Demo • System Timeout – Currently SmartCare times out after 15 minutes. What keeps the system active is clicking save, editing, updating, navigating between screens and accessing quick links. Clicking or hovering your mouse will not keep the system active and the system will timeout after 15 minutes. • Using the Calendar to Schedule Services – If your agency is using the scheduling calendar and schedule appointments, please ensure that you open that service from the scheduling calendar. If you create a new note separate from this, you will get a warning message about a duplicate service and the new note created will not save. 	Kristi	2:05 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> • In SmartCare, is it true that for the MH County funds that we need to enter the SSN and not the CIN number? – It's different between the coverage screen and client information screen, one of them requires you to enter an ID number and the other does not. Since we don't claim to this payor Sacramento is not requiring a payor ID. If it forces you to enter one you can use the CIN or the client's SSN. • If we can't enter group notes in SmartCare, do we hold them until SmartCare can process them? – No, we advise not to use the group note functionality. You can enter group services using the Services or Service/Notes screen. • If we are declining a note because it's missing information, and it gets claimed out, do we have to error it out? – You shouldn't be able to error it out so it should follow the void process. 	All	2:15 PM	15 min